Sprint Navigation

powered by telenav

Sprint Navigation v1.0

GPS Navigation Suite for Sprint®

BlackBerry Devices

User's Guide

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1. Welcome

Sprint Navigation™ 1.0 utilizes the integration of GPS position determination technology, the Java™ programming environment, and access to your wireless carrier's data network. The Research in Motion BlackBerry devices provide both the Java environment and access to the wireless network. The Sprint Navigation application provides:

- GPS navigation that punctually guides you turn-by-turn to any destination address in the Continental U.S. If you miss a turn or get off-track, Sprint Navigation will calculate a new route for you. You can enter one or more destination addresses by calling an automatic voice recognition system, keying them directly into the device, or pulling them directly from the BlackBerry Address Book. Optionally, you can input a remote origin and receive Driving Directions from that origin address to the selected destination address.

- Audio and visual traffic alerts while driving or viewing maps, as well as traffic rerouting capabilities to minimize delays on your trip.

- A Directory feature that allows you to find businesses or points of interest near your current location, around a waypoint, around an entered address, or around an airport. You can call the business first to check availability of an item or get a reservation and then navigate to it. You can also save the address for use later in the day.

- Maps of the area around your current location, a marked waypoint, or an address you enter manually or have previously entered. You can pan the map (adjust left/right/up/down), and zoom in or out. You can also mark a point under the cursor as a waypoint.

- A viewer that displays your current location relative to a selected waypoint and to navigate relative to that selected waypoint.

- The ability to mark the current location as a waypoint that can be labeled.

- A compass-like indicator presenting your direction of travel, location, and speed.

- The ability to personalize the application by selecting the use of U.S. customary or metric distance units, the language for audible guidance, the volume and backlight level, the timing of displayed graphics, etc.

- You can also use many of Sprint Navigation's features on the Sprint Navigation website, such as getting driving directions (Route Planning) and using the Directory to find businesses, churches, schools, and government offices. You can also use the Sprint Navigation website to add an address to your My Favorites list and manage your My Favorites and Recent Places lists.

Sprint Navigation's servers support these enhanced services via the carrier's data network.

2. Safety and Legal Notices

Please read this section carefully before using Sprint Navigation.

Sprint will not accept any responsibility whatsoever for accidents resulting from failure to observe common sense precautions. Your personal judgment, traffic regulations, and common sense must always take precedence over any driving direction produced by Sprint Navigation.

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WARNING: Keep your eyes on the road.

It is your responsibility as the vehicle operator to keep your eyes on the road and be an alert driver at all times, ESPECIALLY when the vehicle is moving. The vehicle operator should not be distracted by the application displays, audible cues, or manually interacting with the controls. When you need to enter data on your device using the keypad or study the display, please do so while the vehicle is parked, not while in motion. Should your ability to drive responsibly be decreased, please turn off the device.

WARNING: Install the equipment safely.

If you are using a device mounting kit, make sure that it does not obscure your vision. You may wish to charge the device while using Sprint Navigation. If so, make sure the charging cable does not interfere with any of the vehicle controls.

WARNING: Drive safely and use common sense.

The vehicle operator's personal judgment, traffic regulations, and common sense must always take precedence over the instructions provided by Sprint Navigation.

It is your responsibility as the vehicle operator to drive safely, observe all traffic rules, and above all use your own personal judgment while driving. If you feel that a route suggested by the navigation software instructs you to perform an unsafe or illegal maneuver, places you in an unsafe situation, or routes you into an area which you consider unsafe, do not follow the instructions.

3. Data Service Options

The Sprint Navigation application that you install on your phone requires a means of accessing the public Internet, which is typically provided by your carrier's data network.

The Sprint Navigation application on your phone communicates with the Sprint Navigation servers to get routing, maps, and points of interest via your carrier's data network. You do not need to purchase additional data services if you already have a data or email services plan for your phone. However, if you do not already have a data or email services plan, you must order one from Sprint so you can use the Sprint Navigation application.

Sprint PCS

1-800-777-4681 (1-800-SPRINT-1)

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4. Device Controls

The following graphic shows the control buttons for the BlackBerry 8830 device. Other Blackberry devices may vary.

NOTE: Some BlackBerry devices such as the 7130 and 8703 devices have a trackwheel on the side of the device instead of a trackball. Throughout this document, the term "trackball" is used to refer to the trackwheel. The BlackBerry 8130 device features a more compact SureType™ keyboard.

TIP: To advance through Sprint Navigation, press the trackball or use the **Enter** key. Use the trackball on forms to advance row by row.

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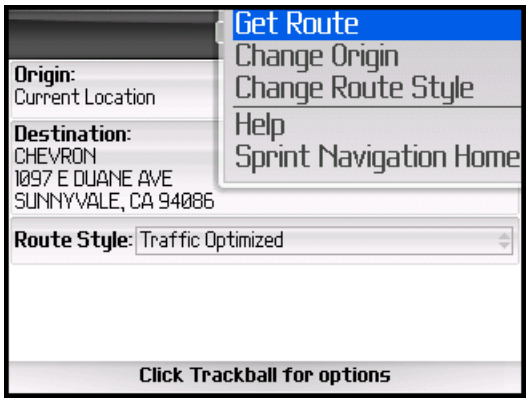
Clicking the **Menu** key or the trackball while using the Sprint Navigation application may give you a variety of options, depending on what screen you are on. The options are discussed in the appropriate sections below. There is usually an option for **Help** and one to take you back to the **Home Screen** to reduce the number of times you would have to press the **Escape** key.



5. Getting Started with Sprint Navigation

The Sprint Navigation application that resides within your BlackBerry requires a Sprint Navigation subscription and means of accessing the public Internet.

Sprint Navigation Account

You can create a Sprint Navigation account by visiting www.sprint.com/navigation or by calling 1-800-777-4681.

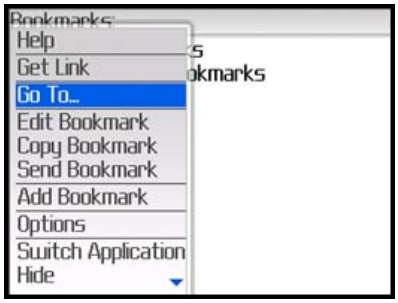
Software Installation

Sprint Navigation can be downloaded directly onto your BlackBerry using its Internet Browser.

NOTE: This approach may take 5-30 minutes depending on your coverage.

1. From the BlackBerry Main Menu, launch the Web Browser.

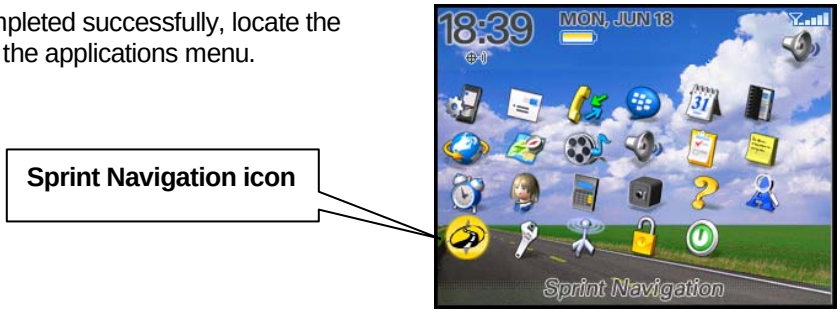
2. Press the **Menu** key and select "Go To…"



3. Input the OTA download link: **//ota.telenav.com/ota/sn/nav**

4. Press **Enter** and select **OK**.

5. After the download process has completed successfully, locate the Sprint Navigation application icon in the applications menu.



Network Access

Sprint Navigation uses the public Internet to access its servers for mapping, routing, and search services from your device. If you are not using your BlackBerry for e-mail services, you will still need to add an individual BlackBerry e-mail plan to have access to data services. There are three different network settings for you to select from. Wait 90 seconds after turning on your BlackBerry to allow these services options to register. These access methods are automatically determined by Sprint Navigation when it launches, but you can change the settings from within the Sprint Navigation Preferences menu.

6. Launching Sprint Navigation

If the application menu is hidden, press the **Menu** key to expose it. Highlight the Sprint Navigation icon on the BlackBerry Home Screen and press the trackball or the **Enter** key.

If you are using a list theme, scroll down to Applications and enter the applications menu. Then scroll down to “Sprint Navigation” and press **Enter**.

After starting Sprint Navigation, the splash screen will appear for a few seconds.

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The first time you use Sprint Navigation, you must grant Sprint Navigation access to the network so it can authenticate your account, fetch maps, get navigation routes, and search for businesses.

When you see the screen to the right or the one below, use the trackball to highlight the checkbox allowing Sprint Navigation to have access to all connections. Then scroll down to “Allow this Connection” and press the trackball to continue. If you click on “Deny this connection,” Sprint Navigation subscription functions will not work. You will then have to reset the BlackBerry’s firewall in order to choose the correct option, “Allow this Connection.”

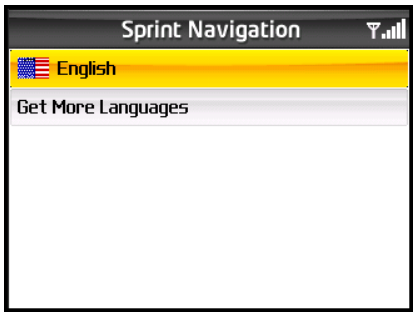
The application TeleNav has requested a http connection to: atp4sd00444ne04
Don't Ask This Again For :
All http connections
http connections to atp4sd00444ne04
Allow this connection
Deny this connection

NOTE: Your BlackBerry Enterprise Server™ administrator can set network access policies to challenge Sprint Navigation’s attempt to establish a network connection or deny it altogether.

The application TeleNav has requested a socket connection to telenav40.mypna.com
Don't ask this again for:
[ ] all socket connections
[ ] socket connections to telenav40.mypna.com
Allow this connection
Deny this connection

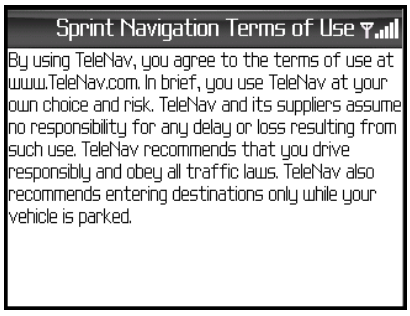
You will then be asked to set your language preference settings. Your choice will directly affect the language displayed throughout the application and the audible directions.

TIP: The language settings can be modified in the Sprint Navigation Preferences menu.



Terms of Use

Next, in order to continue the Sprint Navigation registration process, you must agree to the Terms Of Use.


Sprint Navigation Terms of Use
By using TeleNav, you agree to the terms of use at www.TeleNav.com. In brief, you use TeleNav at your own choice and risk. TeleNav and its suppliers assume no responsibility for any delay or loss resulting from such use. TeleNav recommends that you drive responsibly and obey all traffic laws. TeleNav also recommends entering destinations only while your vehicle is parked.

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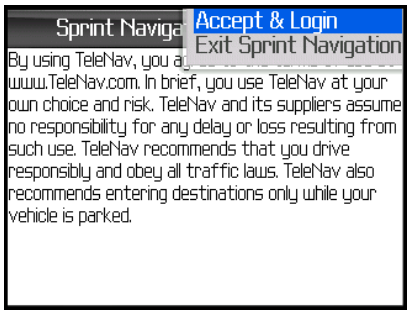
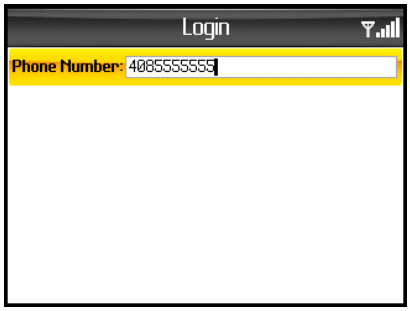
Click the trackball and select “Accept & Login” to continue.

NOTE: If you do not want to accept the Sprint Navigation Terms Of Use, press the trackball and select “Exit Sprint Navigation.”

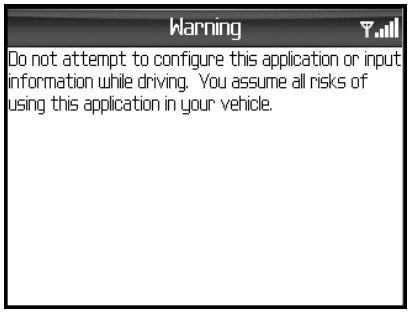

Sprint Naviga
Accept & Login
Exit Sprint Navigation
By using TeleNav, you a
www.TeleNav.com. In brief, you use TeleNav at your own choice and risk. TeleNav and its suppliers assume no responsibility for any delay or loss resulting from such use. TeleNav recommends that you drive responsibly and obey all traffic laws. TeleNav also recommends entering destinations only while your vehicle is parked.

Registration

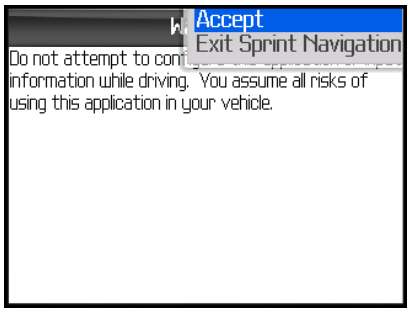
Your account number will be automatically verified for the login process. If successful, you will next see the Warning page. If there is a problem with login, you will be asked to manually input your 10-digit account number on the Login page before you can continue.



The Sprint Navigation Warning screen appears.


Warning
Do not attempt to configure this application or input information while driving. You assume all risks of using this application in your vehicle.

If you agree to the terms, press **Menu** and choose “Accept” to continue.


Accept
Exit Sprint Navigation
information while driving. You assume all risks of using this application in your vehicle.

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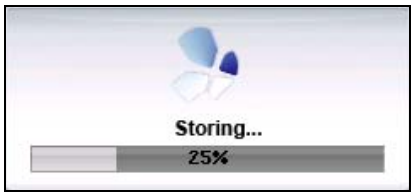
During your first use of Sprint Navigation, the device will download the audible and graphical content needed to build the displays and produce audible messages. The alert screen similar to that shown on the right advises you that this is taking place. The time it takes to complete the download depends on what coverage you are in.



When Sprint Navigation is using data service to contact the Sprint Navigation servers, it will present a message like: a) Reading GPS, b) Waiting, c) Sending, d) Receiving, e) Logging in, f) Personalizing, g) Loading, and h) Storing.

NOTE: Do not interact with the BlackBerry while this download is underway. Wait for it to finish. When the download is completed, you will see the Sprint Navigation Home Menu.

NOTE: If, after you press the trackball, the Sprint Navigation application indicates that it *cannot* reach the servers, the most likely reason is that your carrier data service plan is not yet active. If so, you will be notified at this point and will be directed to go to www.sprint.com/navigation to extend your service agreement. You will not be able to progress beyond this point until your account is returned to current status. You may also see an important message from Sprint Navigation regarding upgrades, scheduled downtime, pending account expiration, etc.

When the device reaches the Sprint Navigation servers with a valid and active phone number and PIN, the device will be registered to use Sprint Navigation and will not present any of the above screens except the splash screen in the future. Visiting www.sprint.com/navigation and changing the PIN will require you to repeat the above registration process.

Upgrade from Free Trial

If you do not have an unlimited access plan, you can only use the Sprint Navigation application for a select number of days, depending on which BlackBerry device you have. When you launch the application again after you accept your trial period, you will either see a screen telling you how much time you have left, or a screen telling you your trial has expired.

When your trial has expired, you will need to purchase a plan. You can continue using Sprint Navigation by the day, or you can contact Sprint Navigation Customer Support to purchase unlimited-access monthly plans. Charges will be added directly to your credit card bill.

Note: Clicking **Confirm Purchase** on the purchasing screen is irrevocable; once you confirm your purchase, you will be billed the amount you owe.

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7. Sprint Navigation Menu Overview

This section gives you a brief overview of the Sprint Navigation menus.

Main Menu

The Sprint Navigation Main Menu options are:

- Drive To
- Directory
- Maps & Traffic
- Tools/Extras
- You can return to Sprint Navigation Home using **Menu** and choosing "Sprint Navigation Home" from elsewhere within Sprint Navigation. This will save you on the amount of clicks it would take to get to the Main Menu by pressing **Escape**.

Drive To Menu

You can select a variety of ways to get driving directions to a destination.

The Drive To Menu options are:

- My Favorites
- Recent Places
- Address
- Intersection
- Business
- Airport
- Address Book

See page **15** for more information on how to use the Drive To menu.

Select one of these menu items or use the **Escape** key to return to the Sprint Navigation Main Menu.

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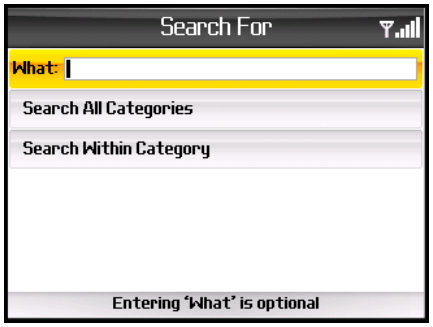
Directory Menu

The Directory menu provides you with a few different ways to find the addresses and phone numbers of businesses such as restaurants, motels, and gas stations, as well as other places like churches, schools, government offices, and police and fire stations.



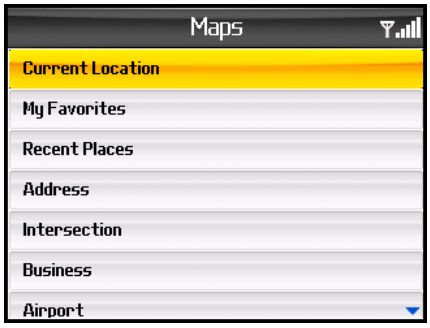
The Search Menu options are:

- What (type in a search keyword)
- Search All Categories
- Search Within Category

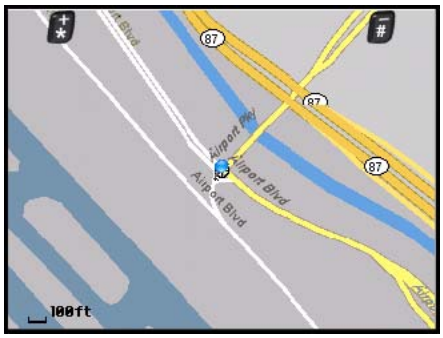
See page **35** for full details on this feature.

Maps & Traffic Menu

You can use the Maps & Traffic Menu to view a map of:



- Your Current Location
- A Favorite Place
- A Recent Place
- An Address you type in
- An Intersection
- A Business
- An Airport
- An Address Book address



See page **38** for full details on these features.

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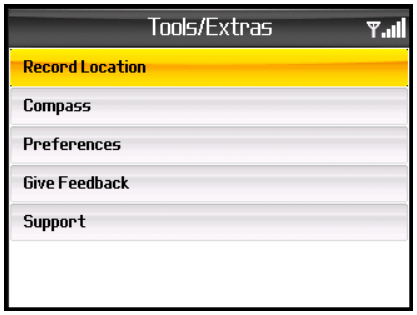
Tools/Extras Menu

The Tools/Extras menu gives you options for setting your preferences and other features.



The Tools/Extras Menu options are:

- Record Location
- Compass
- Preferences
- Give Feedback
- Support

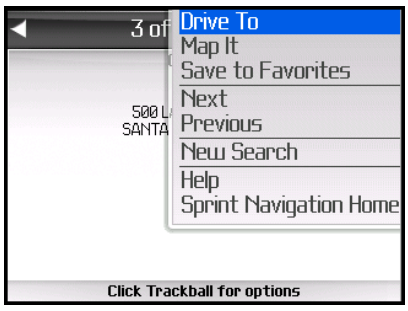
See page 41 for full details on these features.

8. Drive To Menu

There are three ways to get driving directions to a desired location.

1. Select the Drive To option from the Sprint Navigation Main Menu. Then select one of the seven Drive To menu options shown below.

2. Use the Search option on the Sprint Navigation Main Menu and search for a Point of Interest. Then **Drive To** that location.



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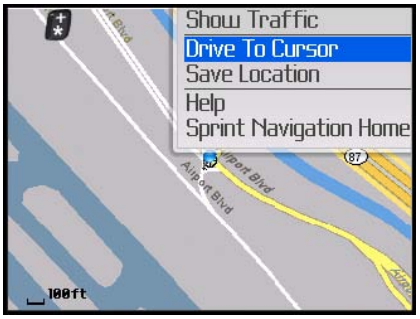
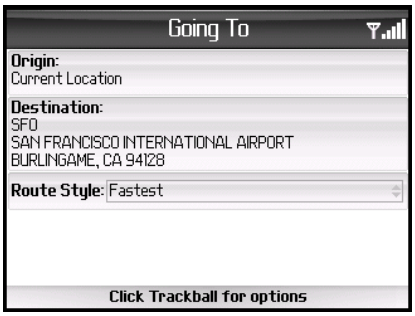
3. Select Maps from the Sprint Navigation Navigator Main Menu and choose a location. When the map is displayed, click the trackball to expose the menu and select the **Drive To Cursor** option.



The Going To screen usually appears before your navigation route is displayed so you can confirm your trip. Click the trackball on this screen to change your trip preferences.



In the menu, you can choose **Get Route** to get the route right away. You can also choose **Change Origin** (to start navigation from a different location that you select), **Change Route Style** (Fastest, Shortest, etc.), get **Help**, or go back to **Sprint Navigation Home**.

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To use the Drive To menu, do the following steps:

1. Select “Drive To” from the Sprint Navigation Main Menu.

2. Select one of the following options from the Drive To menu as shown in the illustration to the right and discussed below.

My Favorites

Favorite are places that you have found and saved in the past so you can quickly access them. Many Sprint Navigation users save their home and work addresses as a Favorite so they can easily reuse the addresses later. For instructions on how to save a Favorite, see “Record Location” on page 41.

If your Favorites list gets very large, it may be easier to use the Find function to find your desired Favorite. To use the Find function, enter one or more alphanumeric characters in the Find field. As you type, the closest match(es) will appear at the top of the list.

1. In the My Favorites screen, choose your desired location and click the trackball.

2. The Going To confirmation screen appears. Click the trackball to view more options:

   - **Get Route** – Start the navigation session.
   - **Change Origin** – Enter a different origin. The Going From screen appears so you can pick a new origin.

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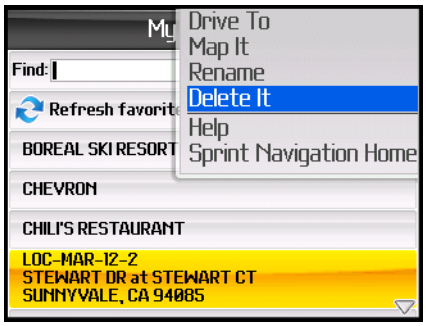
- **Change Route Style** – Change the route style for the trip.

Deleting a Favorite



You can delete a Favorite that you no longer want in your list.

1. In the My Favorites screen, highlight the location you want to delete and click **Menu**.

2. Choose "Delete It."

3. Click **Yes** on the confirmation pop-up.

NOTE: There is no provision for recovering an unfortunate deletion!

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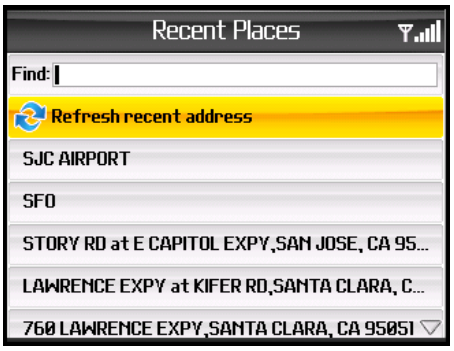
Recent Places

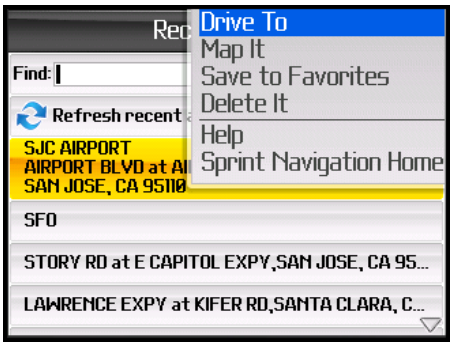


Recent Places are addresses used recently for navigation, directions, directory searches, or mapping. When an address in the list is used within Sprint Navigation, it is promoted to the head of the list.

Sprint Navigation automatically saves all of the places that you:

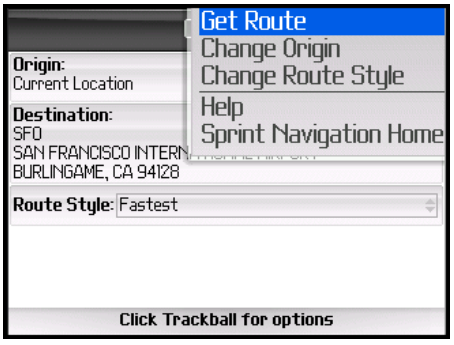
- Viewed as a map.
- Located using a street address, intersection, or airport.

You can get directions to a Recent place, view maps of the Recent place, or save a Recent place to your Favorites list. Your Recent places list can grow to an unlimited length.



If you have a large Recent Places list, it may be easier to use the Find function to find your desired Recent Place. To use the Find function, enter one or more alphanumeric characters in the Find text box. As you type, the closest match(es) will appear at the top of the list.

1. You can press the **Menu** key on the Recent Places screen to Drive To, Map, Save the Recent Place to Favorites, or Delete the Recent Place.
2. In the Recent Places screen, choose your desired location and click the trackball.
3. The Going To confirmation screen appears. Click the trackball to change your trip preferences or to get the route.



NOTE: Selecting Drive To from the Recent Places menu also takes you to the Trip Confirmation screen.

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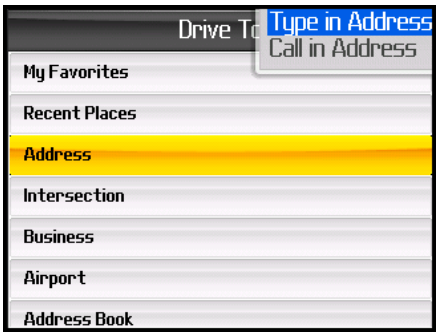
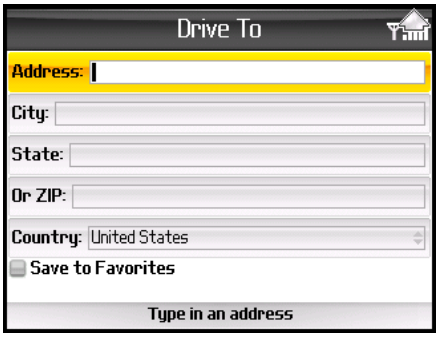
Address – Typing In



Enter a street address by typing in the appropriate fields. You can get directions, view a map of the address, or save the address to your Favorites list. The address is automatically saved to your Recent Places list.

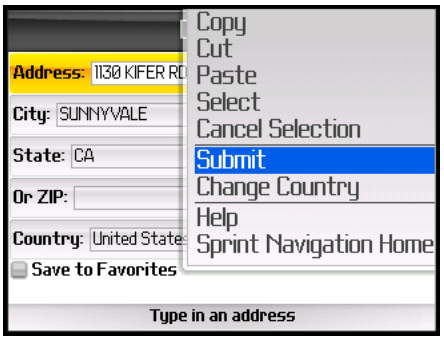
1. On the Drive To menu, highlight Address and click the trackball to expose the menu. Then choose "Type in Address."

2. Type in a street address. Partial entry (5 or more letters) is okay for the street name. You can also leave the Address field blank and just type in a city and state or zip code to use the address of the city's center. As you enter characters in the City field, nearby cities beginning with these letters will automatically be suggested. To save time, you can select a city before you finish typing.



TIP: Coaching for the use of each row is available using the **Menu** >> Help selection.

NOTE: Clicking the **Menu** key will expose a menu with more options you can choose from.

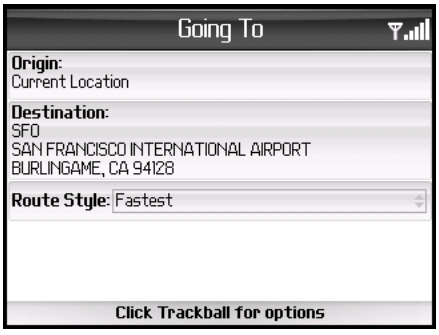


3. To save the address to your Favorites, highlight the "Save to Favorites" checkbox and click the **Space** key to check it. You will be prompted on the next screen to assign a name to the Favorite.

4. Click **Menu** >> Submit when you are done typing. You can also enter an address by Calling In (see page 21).

5. Sprint Navigation checks to see if the address that you entered can be found. Sprint Navigation prompts you to modify the address if the address is too new to be found in the mapping database or if the street number cannot be found for some other reason, for example, if the street number does not exist. Sprint Navigation may also propose an address closest to the range of your entry.

6. The Going To confirmation screen appears.



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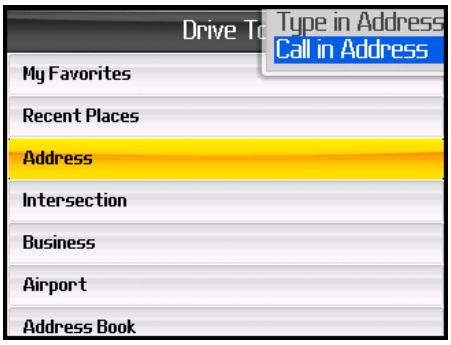
NOTE: You can change your Navigation Options while in navigation mode. See page for **25** further details.

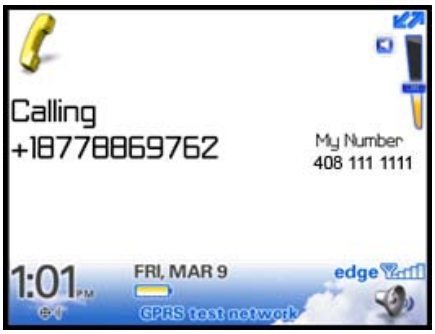
Address – Calling In

The auto voice entry system in Sprint Navigation can be utilized two different ways:

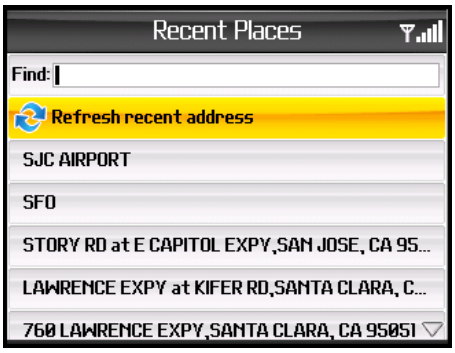
- Before starting Sprint Navigation, call the Voice Address Input System at 408-523-1429 or 877-886-9762 and dictate your address as prompted, or
- Select the "Call in an Address" option on the Drive To menu as described below.



1. On the Drive To menu, highlight Address and click the trackball to expose the menu. Then choose "Call in Address." This places a call to the Sprint Navigation server.



2. Follow the voice prompts to dictate your address.
3. After you have entered the address, click the trackball and choose **End Call**. You will return to the screen where you left off.
4. The address is automatically saved to your Recent Places list.



NOTE: If you have never placed a call on your new device, the "Call in Address" feature may not work. To resolve this issue, simply place a call from the device's Applications menu. When prompted, type in your home area code and continue with the call. The "Call in Address" feature will now work after you re-launch TeleNav.

The following section contains an example of what you might hear and say when using the Call In option for entering an address:

Sprint Navigation prompt> Welcome to Sprint Navigation! Let's get your destination. Is it a street address, an intersection, or an airport?

Your response> Street Address

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Sprint Navigation prompt> OK. Tell me the 5 digit ZIP code, or the city and state, like Los Angeles, California.

Your response> Arlington, Texas

Sprint Navigation prompt> I heard Arlington, Texas. Say GO BACK if this is not correct. <pause> Say the street including both the number and name, like 422 Main Street. <pause> It can also be a highway.

Your response> 1620 Oak Street

Sprint Navigation prompt> I heard 1620 Oak Street. Say GO BACK if this is not correct. <pause> Great, your destination has been entered: 1620 Oak Street, Arlington, Texas 75210. Would you like to enter another?

Your response> Silence (assuming that 1620 was correct)

Sprint Navigation prompt> Thanks for calling Sprint Navigation.

The Voice Address Input System may ask you for an account number and PIN if caller ID is not working. Simply dictate the numbers as prompted, or key in your mobile phone number followed by pressing "#" and your Sprint Navigation PIN followed by pressing "#." If this happens, consider going to **Preferences** >> **Call In** to change to the other dialed number.

The recognition system may reply back with an incorrectly recognized input. When this happens, simply say, **"Go Back"** and repeat the data entry. The voice system may advise you that a street number is out of range and provide the proper range of numbers for you to use. Provide a number that is within the range or nearest the end of the range that you are sure is valid. If you say **"Intersection"** and then provide a crossing street name, the voice system may advise you that the streets you provided do not actually cross and allow you to change either street name or both street names. Select the name you want to change by saying it, and then provide the correct name.

You can also say **"My Home"** or "**My Work"** to program these addresses for use on the device. If you want to change one of these addresses, say **"My Home"** or **"My Work**," wait for the current address to be repeated back to you, and then say **"Update**.**"** You can also say **"Airport"** and then give the name of the airport, its location city, or its market city name.

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Intersection – Typing In

Enter an intersection by typing in the appropriate fields. You can get directions, view a map of the intersection, or save the intersection to your Favorites list. The intersection is automatically saved to your Recent Places list.

1. On the Drive To menu, highlight Intersection and click the trackball to expose the menu. Then choose "Type in Address."

2. Type in an intersection. You can also leave the Street fields blank and just type in a city and state or zip code to use the address of the city's center. As you enter characters in the City field, nearby cities beginning with these letters will automatically be suggested. To save time, you can select a city before you finish typing.

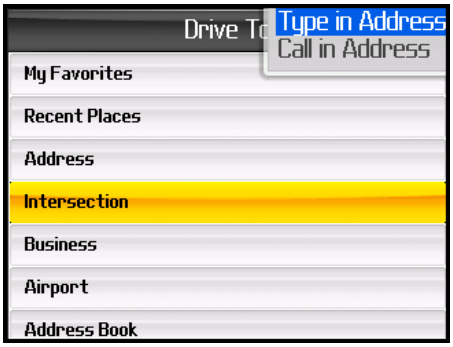
NOTE: Clicking the **Menu** key will expose a menu with more options you can choose from.

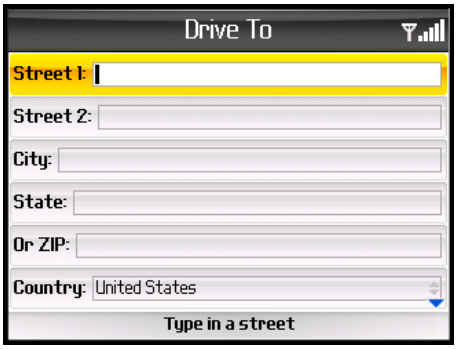
3. To save the intersection to your Favorites, highlight the "Save to Favorites" checkbox at the bottom of the screen and click the **Space** key to check it. You will be prompted on the next screen to assign a name to the Favorite.

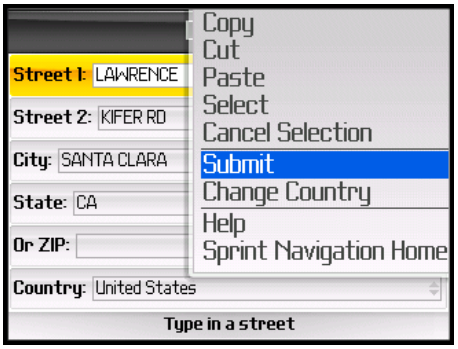
4. Click **Menu** >> Submit when you are done typing. You can also enter an intersection by Calling In (see page 21).

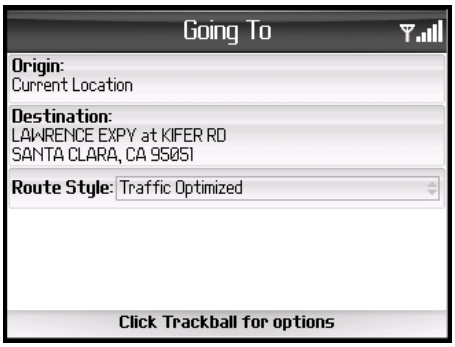
5. Sprint Navigation checks to see if the intersection that you entered can be found. Sprint Navigation prompts you to modify the name of the intersection if one of the streets does not exist, if the streets do not cross, or if the address is too new to be found in the mapping database.

6. The Going To confirmation screen appears.









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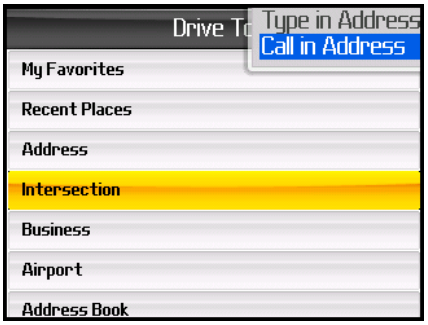
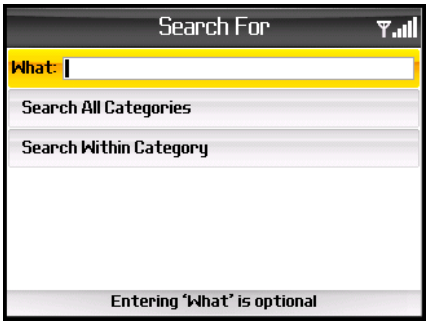
Intersection – Calling In



1. On the Drive To menu, highlight Intersection and click the trackball to expose the menu. Then choose "Call in Address." See "Address – Calling In" on page **21** for more details on this feature.

Business



Sprint Navigation offers a full national business directory. Search by popular categories or access an extensive directory.

In the directory, you can find the addresses and phone numbers of businesses such as restaurants, motels, and gas stations, as well as other places like churches, schools, government offices, and police and fire stations.

Once you find what you are looking for, you can get audible and visual driving or walking directions, place a call, view a map, or save it to your Favorites list. The Directory search result is automatically saved to your Recent places list.

In the Search For screen, choose a category to begin your search. See the Directory Menu section on page **35** for more details on this feature.

Airport

Quickly find airports by Airport Code or City Name. You can get driving directions to an airport, view a map, or save the airport information to your Favorites list. The airport is automatically saved to your Recent places list.

1. In the Airport screen, type the three-letter abbreviation of the airport, or type the whole name of the airport. As you type, matching airports will be suggested. You may highlight and select one of the suggestions to save you keystrokes.

2. Click the trackball to confirm your choice. You will be taken to the Going To confirmation screen.

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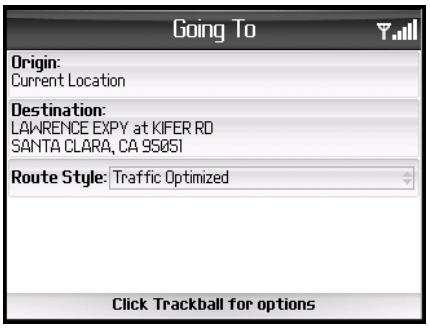
Address Book

Quickly find addresses that you have saved in your BlackBerry Address Book. If you have a large Address Book, it may be easier to use the Search function to find your desired address. To use the Search function, enter a First or Last name of a contact in the Search text box. As you type, the closest match(es) will appear at the top of the list.

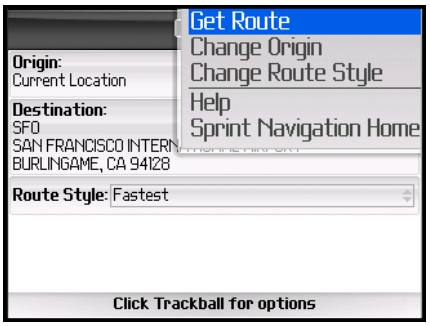
1. In the Address Book screen, select a contact to drive to.

2. Click the trackball to confirm your choice. You will be taken to the Going To confirmation screen.

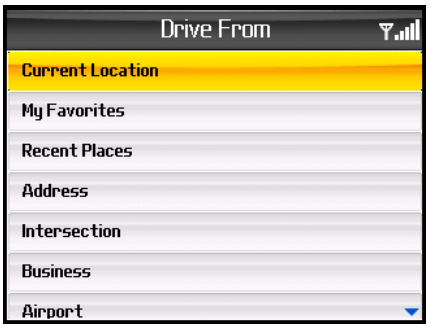
Navigation Options (Going To Screen)



After you select a Drive To location, the Going To confirmation screen appears.



Sprint Navigation assumes that you want to start from your current location, but you can click the trackball for additional menu options.



Choose “Change Origin” to start navigation from a different location that you select. You will be taken to the Drive From screen. The options of this screen are almost identical to the Drive To screen.

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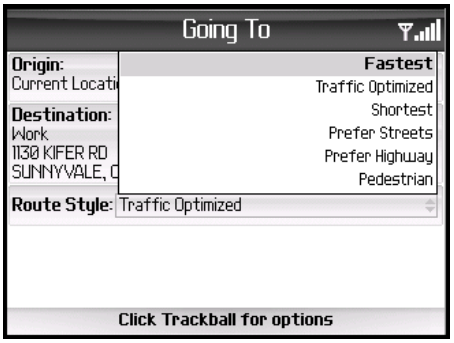
You can also choose “Change Route Style” for your trip. Select one of the following options in the Route Style menu:



- **Fastest** – This default Route Style finds the fastest driving route.
- **Traffic Optimized** – This Route Style finds the fastest route that minimizes current traffic delays.
- **Shortest** – This Route Style may or may not take more time to drive but it shows you the shortest distance.
- **Prefer Streets** – Use streets instead of highways if possible.
- **Prefer Highway** – Use highways instead of streets if possible.
- **Pedestrian** – Find walking directions.

NOTE: The “Pedestrian” route style may make your walking route easier, for example by allowing you to take advantage of going the wrong way down one way streets. As always, use your common sense to determine the safety of any route.

Initial Driving Directions

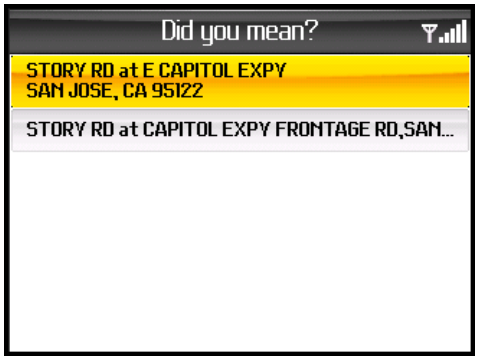
Within a few seconds of selecting a Drive To location, Sprint Navigation calculates what it believes to be an optimal route to your destination and tells you how to start your trip.

If you are not moving, Sprint Navigation may not know your direction of travel, so the first few driving directions may be incorrect since Sprint Navigation may initially make an incorrect assumption. However, once you start moving, Sprint Navigation learns your direction of travel and provides an updated set of driving directions.

For more information about navigation views, see page 27.

GPS Origin Refinement

If you are using GPS navigation and you are in a parking lot or similar area where your location does not exactly map to a specific street, you may see a popup that shows the Sprint Navigation’s best estimate of which street you are on. This gives you the opportunity to change the starting street.



If you elect to change the starting street, a list of neighboring streets appears, and you can make an alternate selection from the list. If you do nothing, the first popup disappears after a few seconds and Sprint Navigation uses the default street as the starting location.

If you are not sure which street you are on, simply start driving. Sprint Navigation detects your current location and recalculates your driving directions as needed.

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Audible Guidance Tones

The Sprint Navigation application delivers spoken audible directions as you drive. A preparatory audible tone is typically heard no less than 30 seconds before reaching a turn, and an action audible tone is typically heard no less than 10 seconds before reaching a turn. The preparatory audible tone may not be sounded if the distance to the next turn only allows time for the action tone.

The lead times for the audible guidance tones are increased proportionally to your driving speed. This allows more time for changing lanes before a turn if you are driving at highway speeds as opposed to driving more slowly on local streets. A Preference setting determines whether street names are included in the messages or not. Enabling street names increases packet data usage.

NOTE: If you are using a Bluetooth headset, be sure to click the "$" (Speaker On) key on the device while in navigation mode so that you will be able to hear the audio prompts.

Audio Replay

If you wish to hear an updated informational message for the current route segment, simply press the **Space** key.

Miss a Turn?

Whenever you miss a turn, turn the wrong way, turn too early or too late, or otherwise get off the planned route to your destination, Sprint Navigation automatically creates a new route to your desired destination, audibly announce, "New Route," and give you a new set of instructions.

If you realize you have missed a turn or have otherwise gotten off the route, just keeping driving. Sprint Navigation detects your current location and recalculates a new set of driving directions to get you back on track.

It may take approximately 15 to 30 seconds for Sprint Navigation to update your route. If during this process you make additional deviations from your current route, Sprint Navigation may have to contact its servers for another new route.

Since Sprint Navigation requires access your carrier's network, if you are off route and outside of the carrier's coverage area, you must return to your carrier's coverage area in order for Sprint Navigation to recalculate your route.

Navigation Views

The default navigation view is 3D moving maps, but you may wish to use another option when you are navigating. Pull over and stop your vehicle in a safe place before changing navigation options. You may even wish to plan your trip before you start by looking at other navigation views.

You can access other navigation views after you start a navigation session, for example from the Drive To menu. Press the trackball to select from the menu as shown in the illustration to the right.

When you arrive at your destination, use **Menu** to return to the Sprint Navigation Main Menu.

To repeat an audio prompt during navigation, press the **Space** key.

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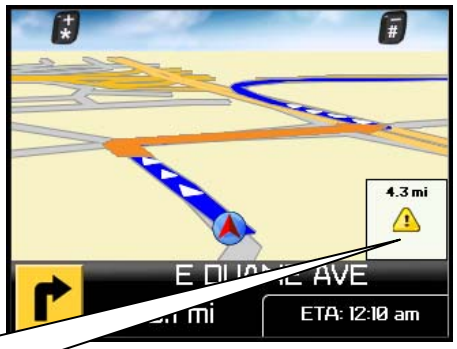
The View menu has the following options:

3D Moving Map

A 3-dimensional map with turn icons (default).

This view allows you to see how the road ahead is organized, similar to the perspective of a bird flying 50 feet above the route. You can see the route to your destination as a blue overlay on one of the roads with white triangles leading you in the correct direction.

The name of the street you are currently on is displayed at the bottom of the screen. About two minutes before the next turn, the street name changes to the one you will turn onto. You can change this option in Preferences so that immediately after the prior turn, the name becomes that of the street you will turn onto.



When you are viewing moving maps during navigation, a Traffic Alert icon will appear at the bottom-right corner of the map if there is an accident less than 15 miles ahead of your current route and the "Traffic Alerts" preference is turned on. You will see the distance along the route until the accident and hear an audio warning.

(Audio)
"Accident 2.3 miles ahead on US 101 at Lawrence Expressway; 1 lane closed."

2D Moving Map

NOTE: This option may be hidden from the Nav View menu unless it is enabled in Tools/Extras >> Preferences >> Nav View.

This view allows you to see how the road network is organized, similar to the perspective of a cartographer looking down on a map.

The name of the street you are currently on is displayed at the bottom of the screen. About 2 minutes before the next turn, the street name changes to the one you will turn onto. You can change this option in Preferences so that immediately after the prior turn, the name becomes that of the street you will turn onto.

When you are viewing moving maps during navigation, a Traffic Alert icon will appear at the bottom-right corner of the map if there is an accident less than 15 miles ahead of your current route and the Traffic Alerts preference is turned on. You will see the distance along the route until the accident and hear an audio warning.

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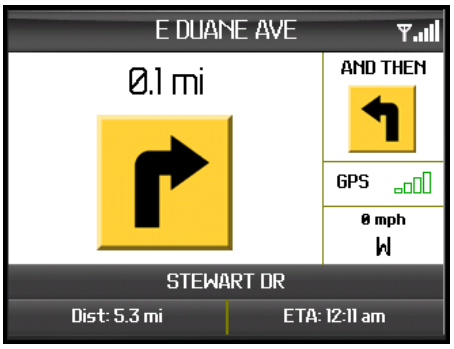
In 3D and 2D moving maps, you can **zoom** in or out while doing run-time navigation by using the "*" and "#" keys. You can also **pan** the map up, down, left, and right by using the trackball.

For BlackBerry devices with a trackwheel, use the trackwheel to pan the map up and down. To pan the map left and right, hold the **ALT** key while using the trackwheel. There is a small network activity indicator comprised of two arrows in the upper right corner of the display that will appear when you change map scale factor. If you pan out of the current route, the map will snap back to the current route after 15 seconds with no click activity.

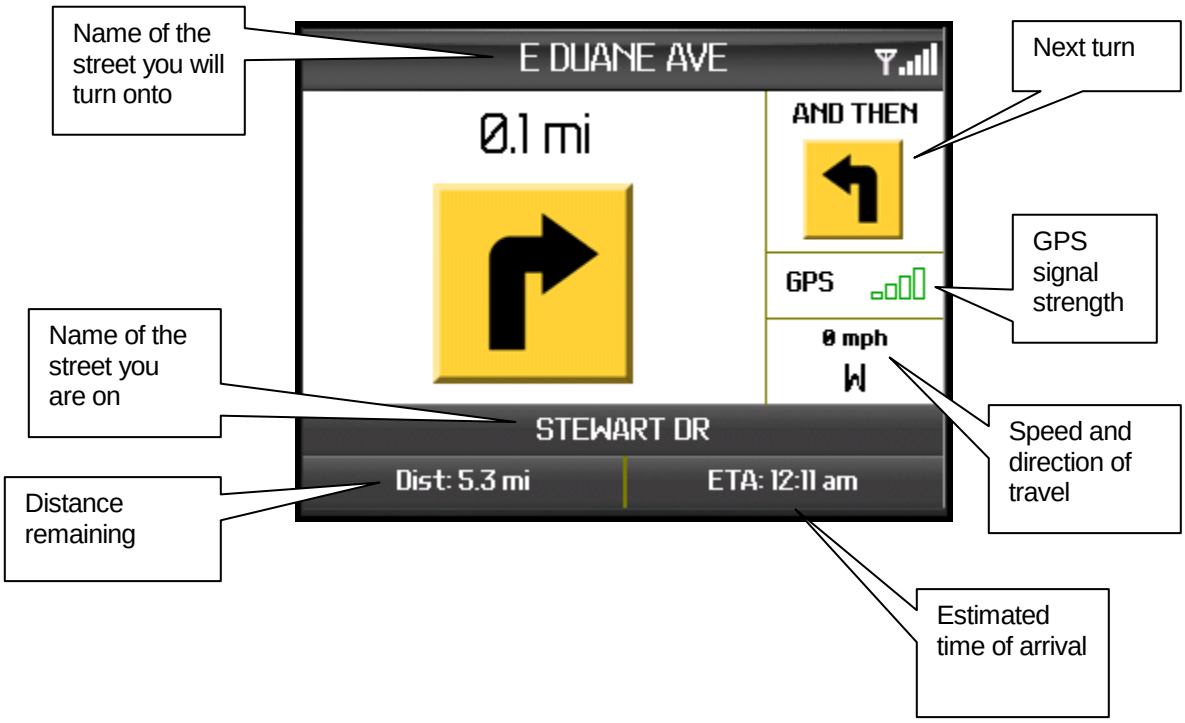
Turn Icons



This view allows you to see the next two consecutive turns in your navigation route.

The name of the street you are currently on is displayed at the bottom of the screen. About 2 minutes before the next turn, the street name changes to the one you will turn onto. You can change this option in Preferences so that immediately after the prior turn, the name becomes that of the street you will turn onto.

The content on the Turn Icons navigation view is explained below. The large main turn type icon indicates which way and how you should turn when you reach the intersection.



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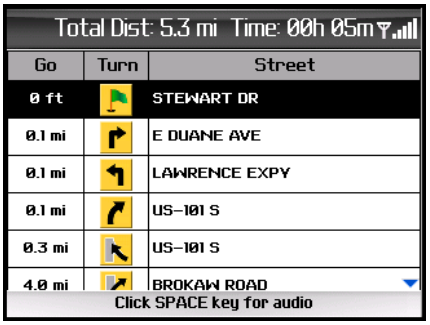
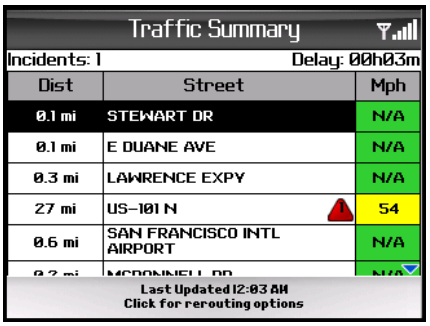
Route Summary

A text listing of every turn for this navigation session from your starting location to your destination along with mini turn icons.



Traffic Summary

Displays overall delay from traffic, a summary of incidents on the route, and the average speed for each segment where available. You can click on any line to view more details.



Below is an explanation of what you will see on the Traffic Alert screen:

- **Incidents** (triangle icons) **–** Total number of remaining incidents directly along the route. The color of the triangle indicates incident severity:

Color	Severity
Yellow	Only Minor incidents
Orange	At least one Major incident, no severe incidents
Red	At least one Severe incident

- **Delay –** Total time delay caused by traffic conditions, or the sum of delays on each segment.

NOTE: Delay refers only to the route currently shown.

- **Dist. –** Distance of road segment.

NOTE: This is not the distance from the origin but the length of each road segment.

- **Street –** The street or highway name of the road segment.
- **Mph/Kmph –** Average speed on that road segment.

NOTE: "N/A" is displayed for segments farther than 200 miles away.

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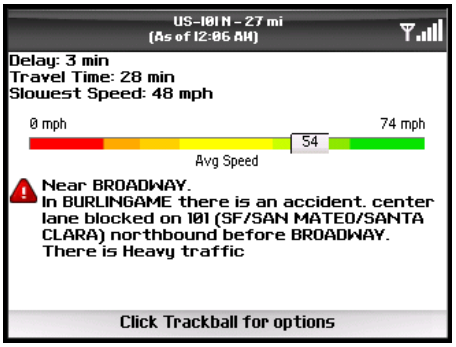
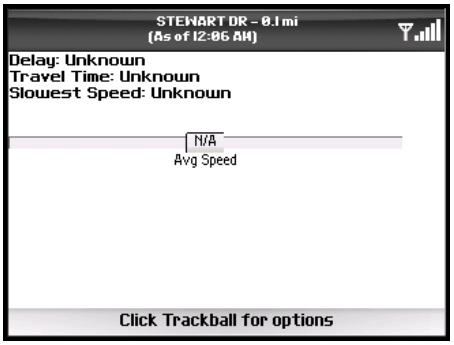
If you click on an incident line, you can view the details. Below is an explanation of what you will see on the Traffic Detail screen:


US-101 N - 27 mi
(As of 12:06 AM)
Delay: 3 min
Travel Time: 28 min
Slowest Speed: 48 mph
0 mph
74 mph
54
Avg Speed
Near BROADWAY.
In BURLINGAME there is an accident. center lane blocked on 101 (SF/SAN MATEO/SANTA CLARA) northbound before BROADWAY.
There is Heavy traffic
Click Trackball for options

- **Delay** – The additional time it will take to travel the segment as compared with the time it would take if traveling at the posted speed.
- **Travel Time** – Estimated time it will take to travel the segment.
- **Slowest Speed** – Slowest speed observed on the segment.
- **Average Speed Bar –** Average speed of a segment on a scale of 0 to the maximum-posted speed for that segment.
- **Incident Detail** – Each incident is displayed with the following:
  - -Incident icon color-coded by severity
  - -Location
  - -Additional comments



- **NOTE:** If there is no flow information for a segment, the Average Speed bar on the Details page is grayed out.

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Map Summary

The entire route from your starting location to your destination is drawn on a map, complete with the latest traffic alerts and traffic flow information. The route is displayed as a blue line connecting the Start and Finish flags.

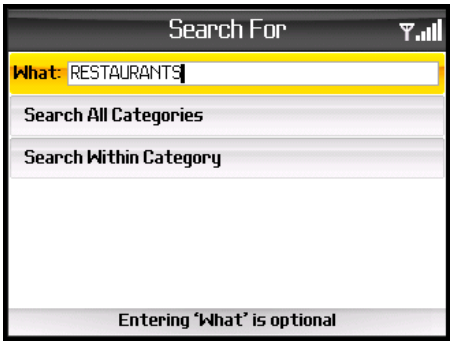
Highways and major roads with traffic flow information are color-coded by speed in each direction of travel:

Speed	Road Color
> 50 mph	Green
30 – 50 mph	Yellow
< 30 mph	Red
Unknown	Grey

1. Click the trackball to choose “Hide Traffic” or “Show Traffic” (depends on availability).

2. Use the “*” and “#” keys to zoom in and out of the map. Use the trackball to pan the map.

Search Along



Use the Directory to find the desired locations along your navigation route. For example, find every Mexican restaurant on your route between San Francisco and Sacramento. This also displays how many miles off your route each restaurant is. Select a restaurant from the Search Along list to get driving directions from your current location to the restaurant.

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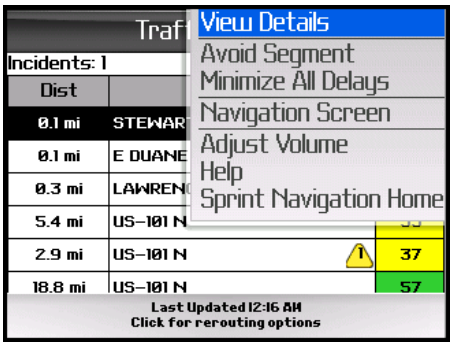
Re-routing Options

Manual

While you are in a navigation session, you can choose to manually re-route to avoid traffic congestion.

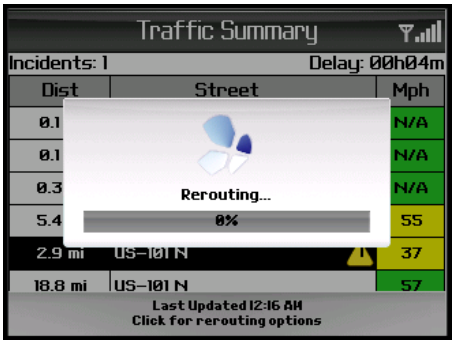
1. During navigation, click the trackball and choose “Traffic Summary.”

2. Highlight one of the lines with slow traffic and click the **Menu** key for more options:



   - **View Details** – View the traffic details for this particular segment.
   - **Avoid Segment** – Re-route to avoid the selected segment (You will be taken to the Suggested Route screen).
   - **Minimize All Delays** – Re-route to minimize traffic delays for the entire current route (You will be taken to the Suggested Route screen).
   - **Navigation Screen** – Go back to the Navigation Screen view.

3. A progress bar indicates how long until a new route is generated.



4. The Suggested Route screen shows the proposed new route, outlining the original (blue) and suggested route (green), as well as listing the estimated time saved.

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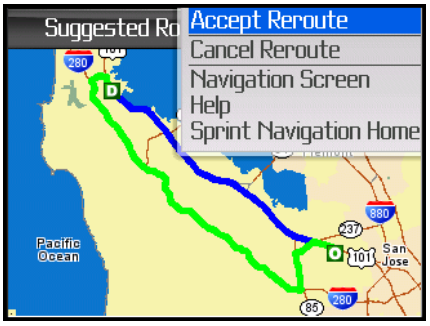
5. Click the **Menu** key for more options:



   - **Accept Route** – Accept the proposed route (You will be taken to the Navigation Screen for the new route).
   - **Cancel Re-route** – Reject the proposed route (You will be taken back to the Traffic Summary screen).
   - **Navigation Screen** – Go back to the Navigation session for the current route.

Avoid Ahead (Audio Detour)

When you hear an audio warning about a traffic incident during your navigation session, you can re-route to avoid congestion ahead.

1. During navigation, an audio warning sounds to alert you to traffic incidents along your route. An alert icon appears at the bottom-right corner of the map, showing severity and distance to the incident.

(Audio) "Accident 2.3 miles ahead on US 101 at Lawrence Expressway; 1 lane closed. Press '0' to avoid."

2. Press "0" on the device. The "Getting New Route" progress bar appears, and the application automatically calculates a route to avoid all incidents within a 15-mile range. When you hear the audio prompt, "New Route," the new route will be shown on your navigation session. The traffic alert icon will disappear from the screen.

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9. Directory Menu

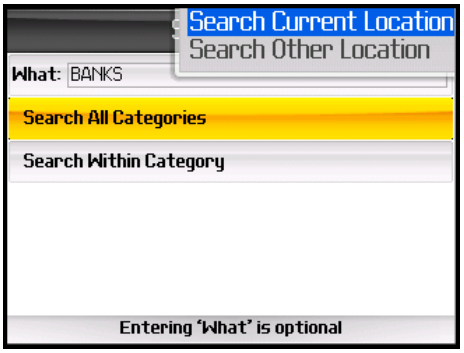
The Directory menu provides you with a few different ways to find the addresses and phone numbers of businesses such as restaurants, motels, and gas stations, as well as other places like churches, schools, government offices, and police and fire stations.

If the search succeeds, you will be presented with a list of businesses that are near the search point, or within the search area you specified. If the search fails, a pop-up will be presented showing that nothing was found, and you have the option of accepting an expanded area search. Searches do not expand beyond 24 km/15 miles from the initial reference point.

Once you find what you are looking for, you can get audible and visual driving or walking directions, view a map of the location, or save the location to your Favorites list. You can also place a call to make reservations.

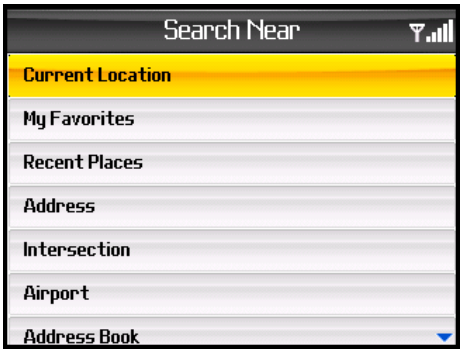
To use the Directory feature, do the following steps:

1. From the Sprint Navigation Main Menu, select **Directory**.
2. You have the following search options:
   - Enter a search keyword in the **What** field.
   - Select **Search All Categories** to search for the keyword in the entire directory.
   - Select **Search Within Category** to access the Directory tree and manually narrow down your search.



Search All Categories

1. Enter all or part of a business name in the **What** field and highlight **Search All Categories**. Then click the trackball to expose the menu. You can choose to either search for the business near your current location or near another location that you specify.
2. If you select "Search Other Location" in the menu, the Search Near screen appears. Select a place to conduct your search. You can choose from Current Location, My Favorites, Recent Places, Address, Intersection, Airport, or Address Book.



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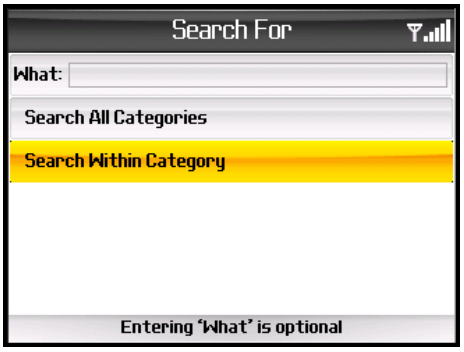
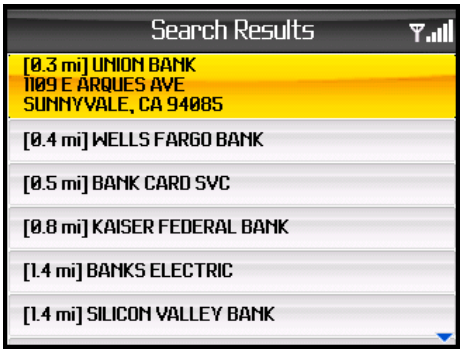
Search Within Category

1. Highlight **Search Within Category** and click the trackball to expose the menu.

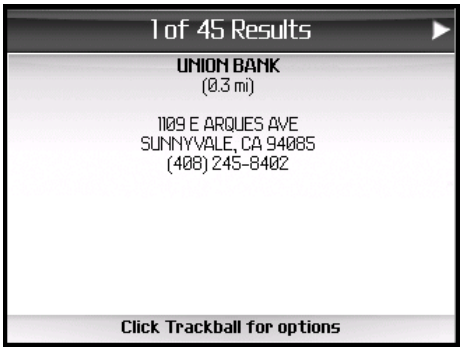


2. In the Search Within screen, you can narrow down your search by selecting from the appropriate category. Click on the plus (+) signs to expand a category and the minus (-) sign to collapse it. The "Any" choice means any business in that particular category.

3. After you choose a category, a list of nearby results will be displayed in order of closest distance. Make a selection from the list.


Search Results
[0.3 mi] UNION BANK
1109 E ARQUES AVE
SUNNYVALE, CA 94085
[0.4 mi] WELLS FARGO BANK
[0.5 mi] BANK CARD SVC
[0.8 mi] KAISER FEDERAL BANK
[1.4 mi] BANKS ELECTRIC
[1.4 mi] SILICON VALLEY BANK

4. The Results screen appears with details about your selection. The screen shows: a) the name of the business, b) the distance from the search point, c) the street address, and d) the phone number (if available).



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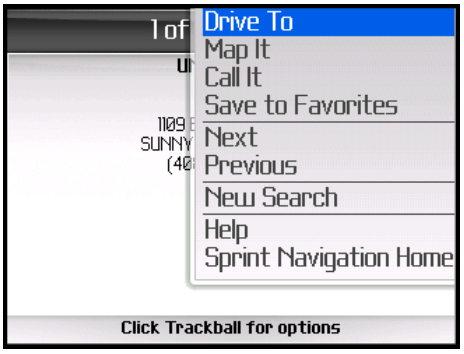
5. Click the trackball to expose the menu and choose from the following options:



   - **Drive To** – Get driving directions (this option will take you to the Going To confirmation screen).
   - **Map It** – View a map of the area surrounding the business address.
   - **Call It –** Call the location (option only available if there is a phone number shown on the Results screen). See "Making a Phone Call" on Page 45 for more details about this feature.

   NOTE: When the call ends, you will be returned to the Results screen. The calling option will not be available if you are already on another call.

   - **Save to Favorites** – Save the location to your Favorites.

   NOTE: If a location is already part of your Favorites, you will not see the "Save to Favorites" option.

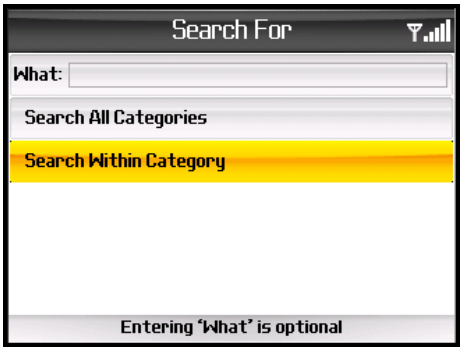
   - **Next** – View the next result from the Search Results list.
   - **Previous** – View the previous result from the Search Results list.
   - **New Search** – Start a new search.
   - **Help** – View the help content associated with this feature.

Search for Gas by Price

You can search for the cheapest gas prices around your current location or another location that you specify.

1. Choose Directory in the Sprint Navigation Main Menu.

2. Choose **Search Within Category**.



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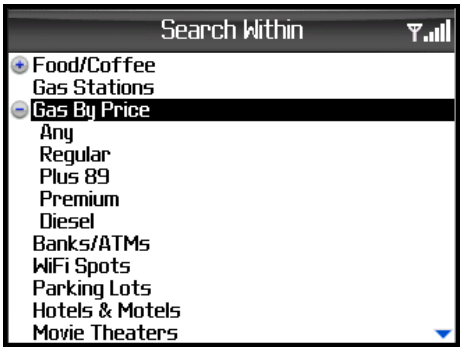
3. Highlight **Gas By Price** and click the trackball to expose the menu.

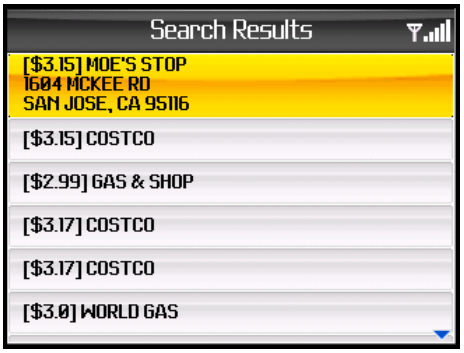
4. Choose “Any” to search all categories, or choose a fuel grade and click the trackball.

5. In the menu, choose “Search Current Location” or “Search Other Location.”



6. After you select a location, the Search Results screen displays with a list of gas prices sorted by price.

7. Choose a gas station and click the trackball to go to its Results screen. From there, you can Drive To, Map, or Save the location to your Favorites.

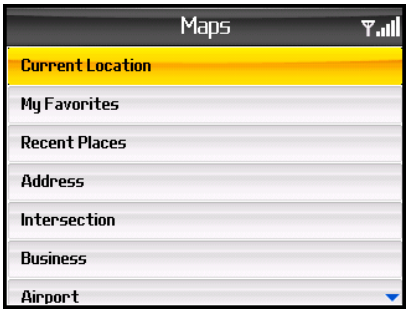


10. Maps & Traffic Menu

You can view maps in three different ways. The displayed map is always oriented with North towards the top of the screen.

1. From the Maps option in the Sprint Navigation Main Menu.

   You can view a map of: your Current Location, a Favorite Place, a Recent Place, an Address, an Intersection, a Business, or an Airport.



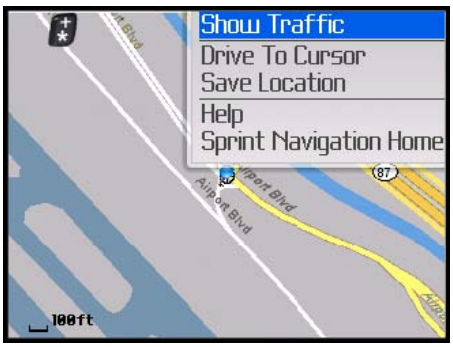
2. From the “Map It” option for Favorites and Recent Places in the Drive To menu.

   For example, from the Sprint Navigation Main Menu, select Drive To >> My Favorites >> **Menu** key >> Map It.

3. From the Map It option for any location that you have found using the Directory.

   For example, from the Sprint Navigation Main Menu, select Directory. Search the category for your desired location and then select the “Map It” option in the menu for the location that you found.

Map Menu Options



You have the following options on the menu when viewing a map:

- **Show Traffic** – View the traffic conditions for your current route (see “Check Traffic” section below).
- **Drive To Cursor** – Begin a navigation session to get directions to the position of your cursor.
- **Save Location** – Save the location to your Favorites list.

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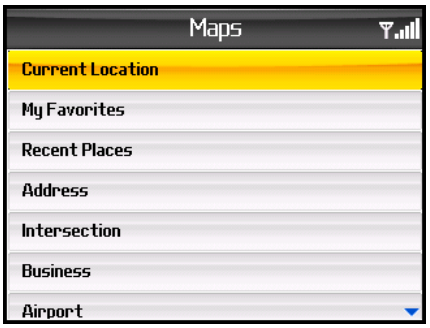
Check Traffic

In the Maps & Traffic menu, you can also check traffic conditions around a certain area.

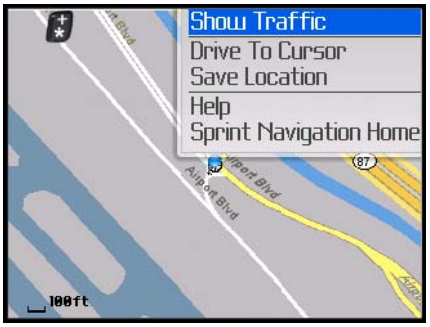
1. Select “Maps & Traffic” on the Sprint Navigation Main Menu.

2. Select a location.



3. The map of the location appears. Click **Menu** and choose “Show Traffic.”

NOTE: You can zoom in or out using the * and # keys on your phone. Zoom levels range from 1 (closest) to 9 (farthest). Use the trackball to pan the map. When you zoom or pan, there may be brief activity to fetch the updated map.



4. A legend appears to explain the colors and icons you may see on the map.

5. Traffic alerts, as well as traffic flow information, are then shown on the map, flashing on and off.

NOTE: If no traffic information appears on the map, try zooming out to show a larger area. Traffic flow information will only appear for large roads such as highways.

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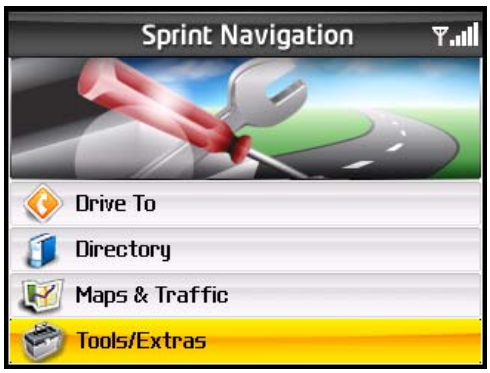
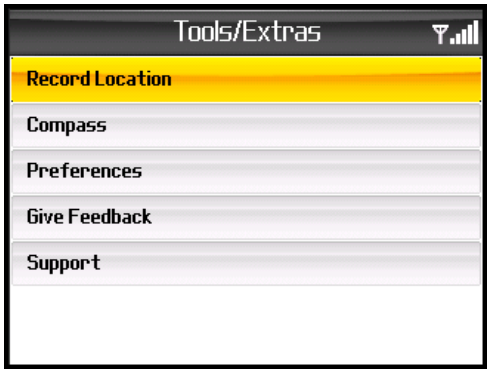
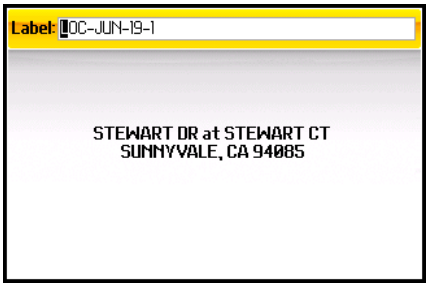
11. Tools/Extras Menu

The Tools/Extras menu gives you options for setting your preferences and other features as described in the following sections.





Record Location



To record you current location as a Favorite and mark it for future use, do the following:

NOTE: There may be a brief activity to determine GPS position.

1. Select Tools/Extras from the Sprint Navigation Main Menu.
2. On the Tools/Extras menu, choose Record Location.
3. Replace the default label and enter a label that accurately describes your current location, like “Work,” “Amy’s School,” etc. The default label is based on the current date. This label will appear in your Favorites list.
4. Click the trackball to **Save**.

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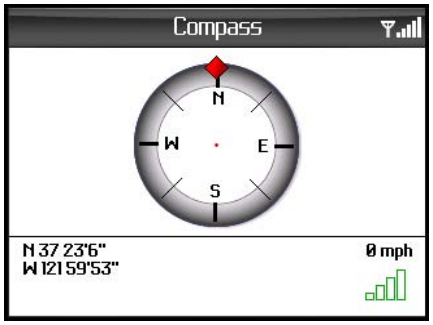
Compass

This screen is similar to a nautical compass. It displays:



- The direction that you are heading (if you are moving).
- Your latitude and longitude.

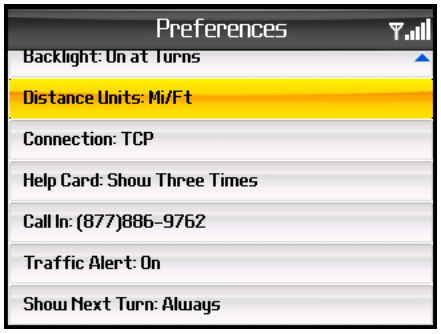
  -If no GPS data is available, “No GPS” appears instead of the latitude and longitude.

  -Latitude is represented as N for north or S for south. Longitude is represented as W for west or E for east.
- Your speed in miles or kilometers per hour (select miles or kilometers in the Preferences menu as discussed below).

If no GPS data is available, “No GPS” appears instead of latitude and longitude.

Preferences

You can set the following personal preferences in the Tools/Extras >> Preferences menu. Click the **Menu** key on each line to expose the menu and choose form the options available for that particular feature. After you select your new preference, choose **Save**.



- **Language** - Determines the language used for screen labeling and audio prompts: English (US) or Spanish.
- **Audio Options -** Full Audio, Instructions Only, or No Audio. “Full Audio” announces street names.
- **Nav View -** None (Turn Icons Only), 2D Moving Maps, or 3D Moving Maps.
- **Route Type** - Fastest, Traffic Optimized, Shortest, Prefer Streets, Prefer Highway, or Pedestrian. The “Traffic Optimized” style will give a route that minimizes traffic delays.
- **Backlight -** On, Off, or On at Turns.
- **Distance Units** - Miles/Feet or Kilometers/Meters.
- **Connection -** Normally, you will not adjust this setting. If you are using your BlackBerry for corporate e-mail via a BlackBerry Exchange Server (BES), then you should consult your IT department BES administrator about allowing you to use Mobile Data Service (MDS) as a means to access the Internet. Your administrator will need to enable MDS on your BlackBerry for this method to work. You can set the Connection Type to BIS or TCP. This is usually BIS.

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- **Help Card** - Help cards prompt you with hints or cautions about using various menu options. To clear a help card from the screen, press the trackball. The Help cards feature has the following three options:
    - Show Three Times (and then don't display them again—this is the default setting)
    - Always On
    - Always Off
- **Call In -** The Call In option lets you select which number is called when you enter an address or intersection by speaking. One number is toll-free and the other is not. The default is toll free. In some cases, calls placed to the toll-free 877 number do not carry Caller ID. When this happens, you must enter your phone number followed by pressing the "#" key and enter your Sprint Navigation PIN followed by pressing the "#" key so that Sprint Navigation can assign the address you dictate to your account. If the automated attendant asks for account number in the geographical area where you most frequently use Sprint Navigation, you should try the 408 number. Ease of using the Voice Address Input system is probably a more important consideration than the minor change in your billing.
- **Traffic Alert -** On or Off. If this feature is on, audio and visual traffic alerts will appear on the 2D or 3D Moving Maps screen if there is a traffic incident on the route ahead.
- **Show Next Turn** – Always (the next-turn icon appears immediately after the prior turn is made) or When Nearby (the next-turn icon will not appear until two minutes before the next turn).

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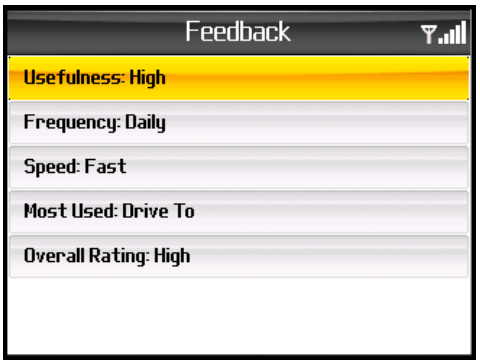
Give Feedback

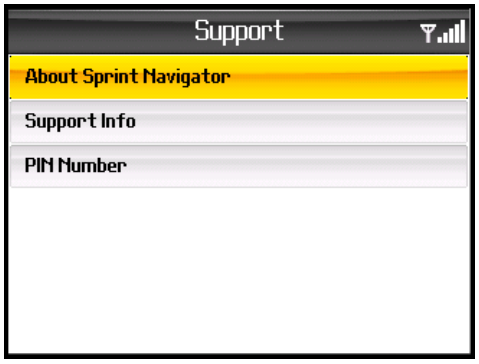


The Feedback menu gives you the following options so you can give us your feedback about how Sprint Navigation is working for you.

- **Usefulness** - High, Medium, or Low
- **Frequency** - Daily, Weekly, Monthly, or Less Often (less than monthly)
- **Speed** - Was the speed of Sprint Navigation's response time Fast, Average, or Slow?
- **Most Used** - Drive To, Directory, Maps, or Other
- **Overall Rating** - High, Medium, or Low

Choose **Menu** >> Submit to send us your feedback.

Support



Choose from the following options:

- **About Sprint Navigation** –This menu option shows the exact version of Sprint Navigation that is on your phone. Knowing the exact version of your software may be helpful if you ever have to call Sprint Navigation Customer Support.
- **Support Info** – Find contact information for Sprint Navigation Customer Support here. Once you are on the Support screen, you can click **Menu** to quickly call Customer Support or send an email using your BlackBerry's Internet browser.
- **PIN Number** – View your PIN number. The PIN number is used to access the www.sprint.com/navigation website.

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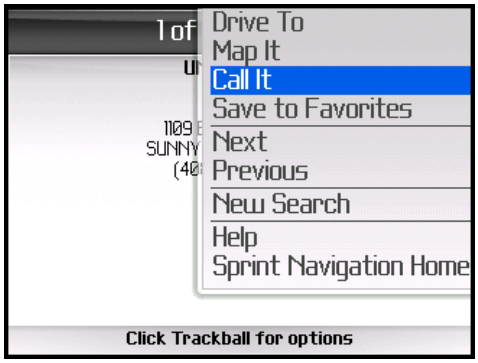
12. Suspending Sprint Navigation

Making a Phone Call from Sprint Navigation

You can Call In to a location that you have found in a Search such as a restaurant, a hotel, or a church. You can also select the **Call It** option in certain menus to speak in an address instead of typing it.



Taking an Incoming Call

When you are using Sprint Navigation and your phone receives an incoming call, your phone rings and displays a screen that gives you the option to **Answer** the call or **Ignore** the call.

If you ignore the call, Sprint Navigation resumes and continues with the function that you were using before the call came in.

If you answer the call, Sprint Navigation will be operating but "suspended." After the call, press the **Escape** key to end the call. At this point, Sprint Navigation should resume from its suspended state. If you are navigating and have gotten off the route, Sprint Navigation will sound a deviation jingle and obtain a new route for you.

NOTE: When Sprint Navigation briefly uses the data network, incoming calls may be blocked. When you are on an incoming call, Sprint Navigation is still running and will periodically collect a GPS fix from the internal GPS receiver. When this fix is taken, there may be a very brief loss of intelligibility on the received audio from the caller.

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Calendar and E-mail Events

When a scheduled calendar event occurs, or an e-mail message arrives while you are using Sprint Navigation, a pop-up notification will appear similar to that shown on the right. You can interact with the Calendar or e-mail event by Opening it, or you can Dismiss it. If you Open the application associated with the notification, Sprint Navigation will be suspended while you are interacting with the other application, but it will still be navigating. However, if you get off route, Sprint Navigation will not be able to recover until you leave the other application. Sprint Navigation does not use the network while it is suspended.

Interruption of Other Services

Whenever the Sprint Navigation application needs to contact its servers (such as when generating a route), it uses your carrier's data service. When the Sprint Navigation application uses your carrier's data service, other services such as SMS messaging and conventional cellular calls are not available. Typically, this interruption of other services lasts no more than 20 seconds.

When incoming calls are blocked due to Sprint Navigation's use of your carrier's data network, phone calls go to your voice mail if you have a voice mail service available.

Switching Between Applications

Press the **ALT** key and the **ESCape** buttons concurrently to launch the BlackBerry application switcher. This will allow you to leave Sprint Navigation running in suspended mode while looking at your e-mail, or using another application. When you use the switcher to return to Sprint Navigation, it will move to the foreground and resume operation. If while another application was in the foreground you have left the navigation route, Sprint Navigation will sound a deviation jingle and obtain a new route for you.

13. Changing your PIN number

1. In an Internet browser, go to the Sprint Navigation Website at www.sprint.com/navigation.
2. Enter your phone number and PIN to log in.
3. Select the Change PIN Number link.
4. Enter your current PIN number and your new PIN number.
5. Click **Submit**.

NOTE: You can find your current PIN number by selecting Tools/Extras >> Support >> PIN Number:

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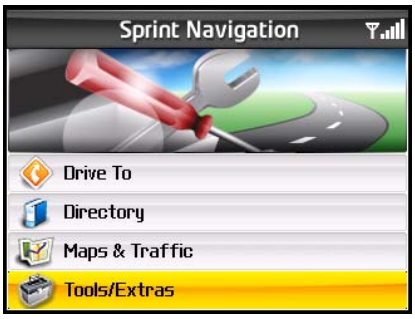

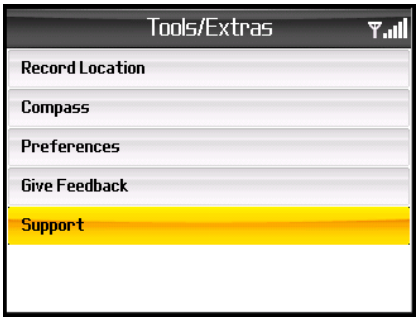

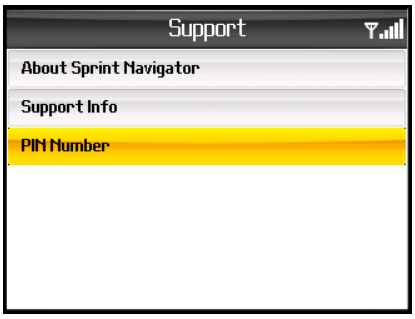

14. Exiting Sprint Navigation

To exit the Sprint Navigation application, do the following:

1. When you are on the Sprint Navigation Main Menu, press the **Escape** key on the BlackBerry.

2. In the "Exit Sprint Navigation now?" pop-up, choose **Exit**.

15. Removing Sprint Navigation

Sprint Navigation can be removed from your BlackBerry quickly right from the device. Follow these steps to remove Sprint Navigation from your BlackBerry.

NOTE: You should always remove Sprint Navigation before completing a reinstall of the Sprint Navigation application.

1. In the BlackBerry Main Menu, go to Options (depending on your hardware, you may need to first enter Settings).

2. In the Options screen, choose "Applications" (depending on your hardware, you may need to first enter "Advanced Options").

3. Highlight Sprint Navigation from the list.

4. Press the **Menu** key and choose "Delete."

16. The Sprint Navigation Website

To access the Sprint Navigation Website, go to www.sprint.com/navigation and log in with your account number and PIN. The following features are available:

- Plan a trip by entering the starting and destination addresses (this does not update information on your phone).

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- Find restaurants, motels, stores, churches, schools, government offices, and so on, including getting addresses, phone numbers, maps, and directions.

- Contact Customer Support.

- Add an address and save it to the My Favorites list on your phone. The next time you launch Sprint Navigation on your phone, the new address will appear in your My Favorites and Recent Places lists.

NOTE: If Sprint Navigation is running on your phone when you save the address on the Website, the new address will show up in your My Favorites list or your Recent Places list only if you have not accessed these lists in your current Sprint Navigation session. If you have already accessed one of these lists in your current session, the new address will not appear in these lists until you close and then re-launch Sprint Navigation.

- Manage addresses in your My Favorites and Recent Places lists (both of which update information on your phone). These lists can grow to an unlimited length.

- Update your personal information, including your home and work addresses and your email address.

- Change your PIN number.

17. Error Conditions

Account cancelled

You do not have a valid Sprint Navigation account. Contact Sprint Navigation Customer Care at 1-800-777-4681.

Account not found

You do not have a valid Sprint Navigation account. Contact Sprint Navigation Customer Support at 1-800-777-4681.

GPS signal weak or No GPS data

Move to an area where your device has a clearer view of the sky and can still connect with your device. Please note that some car windshields that have heat-reflective coatings may reduce the quality of the GPS signal. It may be necessary to exit and re-launch the Sprint Navigation application.

Invalid login

Your account number is your 10-digit mobile phone number beginning with area code. Your PIN is a 4-digit number that you assign.

If you forgot your PIN, contact Sprint Navigation Customer Care at 1-800-777-4681.

Low battery

The GPS will not work if the device's battery charge level is below about 15%. Starting with a freshly charged standard battery, we have used Sprint Navigation for around 4 hours before it became necessary to connect the charging cable. If you get a low battery warning, connect a charging cable as soon as possible. In some cases, you may need to wait a while for the battery to become sufficiently charged so that the GPS receiver will work.

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Password needs 4 digits

You must provide a four digit personal identification number (PIN) along with your carrier mobile number to log into Sprint Navigation.

Please input password

You must provide a four digit personal identification number (PIN) along with your mobile telephone number to log into Sprint Navigation.

Please input phone number

You must provide your mobile telephone number to log into Sprint Navigation.

Phone number needs 10 digits

Enter the entire 10 digit phone number, not prefixed by 1.

Network signal weak

If the carrier network signal is weak, move to an area where reception is better and try the function that requires network access again.

Sprint Navigation encountered an error

Sprint Navigation is having technical problems with the specific request that you made. This can be due to an address that it cannot find, or mapping data that does not allow routing from where you are to where you want to go. In this case, try to use a nearby address.

Sprint Navigation not available

If you get an advisory message that Sprint Navigation is not available, exit the Sprint Navigation application and then re-launch it. If the problem recurs, it may be due to a temporary server outage.

Trial expired

The trial period for your account has expired. Order Sprint Navigation by visiting by calling Sprint Navigation Customer Support at 1-800-777-4681.

Unable to generate a route

Sprint Navigation could not generate a route between the two endpoints of the route. This may be a temporary error if you have a weak GPS signal when establishing the origin, but may be due to errors in the map data in the area around the destination.

Unable to login

Someone may be fraudulently using your account. You will need to change your PIN and attempt to log in again.

Unable to reach Sprint Navigation server

You may see this message for several different reasons: a) your data plan is not active, b) your WIX services are not enabled, c) you are outside of coverage, d) the data network is currently experiencing difficulties, or e) the Sprint Navigation server is not acknowledging your phone's attempt to communicate.

Call Sprint Navigation Customer Support at 1-800-777-4681.

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Your account has expired

You do not have a valid Sprint Navigation account. Order Sprint Navigation by calling Sprint Navigation Customer Support at 1-800-777-4681.

18. FAQs

Why do I need the carrier's data service?

The data plan allows you to access nationwide routes, maps, and Directory content from the Sprint Navigation servers using the data communication features of your phone. These services are different from your cellular airtime. To order a data plan from Sprint, please contact their customer support directly:

Sprint PCS: 1-800-777-4681 (1-800-SPRINT-1)

How long after I apply for the data service until I can use my Sprint Navigation system?

Generally, it takes until the following business morning before the data services are fully provisioned. If you already have data services, it should be no more than 4 hours before an added Sprint Navigation plan is active.

Does Sprint Navigation use up my voice plan minutes?

Sprint Navigation uses data to provide its navigation functions. Using data does not use any of your voice minutes. However, calling the Voice Address Input System does use about 75 seconds per address entered. The Voice Call feature internal to the Sprint Navigation application also uses voice minutes.

How do I increase or decrease the voice prompt volume and control the backlighting?

The backlight and speaker volume levels can be controlled from within Sprint Navigation's Tools/Extras >> Preferences menu. If the speaker volume is set to at least mid-range and you are still not receiving audio prompts, verify that your device profile is not set to vibrate or quiet. To change your profile settings, highlight the Profiles icon on the BlackBerry Main Menu (it looks like a loudspeaker) and press the trackball.

Why don't I hear audio navigation prompts when I am using a Bluetooth headset?

If you are using a Bluetooth headset, be sure to click the "$" (Speaker On) key on the device while in navigation mode so that you will be able to hear the audio prompts.

Why can't I get the "Call in Address" feature to work for entering an address?

If you have never placed a call on your new device, the "Call in Address" feature may not work. To resolve this issue, simply place a call from the device's Applications menu. When prompted, type in your home area code and continue with the call. The "Call in Address" feature will now work after you re-launch TeleNav.

How accurate is the GPS?

GPS accuracy can range from 20m (approx. 65 ft) to 100m (approx. 328 ft). Most of the time, the GPS is accurate to less than 50 meters (approx. 164 ft).

What is ideal GPS environment?

The GPS requires an open, clear view of the sky. Buildings, covered parking areas, tunnels, and dense foliage can cause the GPS receiver to be unable to locate a GPS satellite or may cause extended initialization time (time to first GPS fix).

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If you are parked in a covered parking lot or near a tall building, it is recommended that you move into an open area and then begin to use the Sprint Navigation service.

Why does the GPS not work near buildings and other tall objects?

The GPS uses signals from satellites so it needs a clear view of the sky. Tall buildings and other objects that block the GPS receiver's view to the sky may make it impossible to determine your location. Sometimes the satellites are not overhead but near the horizon; in these cases, the GPS receiver in your phone must have a clear view of the horizon.

How do I know that the GPS has a signal?

The Sprint Navigation application on your phone alerts you if you do not have a valid GPS signal. If this happens, move to an area where there is a clear view of the sky so the receiver can hear the GPS signals from space.

What happens if I'm using Sprint Navigation for driving directions and I lose the GPS signal while driving across a bridge or through a tunnel or lose the GPS signal for some other reason?

Sprint Navigation remembers the speed at which you were driving before losing the GPS signal. Sprint Navigation continues to give you driving directions based on an estimate of the projected distance that you may have traveled at your last recorded rate of speed. Sprint Navigation recalculates your current position when you regain a GPS signal and adjusts your driving directions accordingly.

19. Customer Support

Call or send an email with your questions or comments to Sprint Navigation Customer Support. We will promptly reply to your inquiries.

Technical Support

www.sprint.com/navigation

Toll Free Customer Support Line: 1-800-777-4681 (1-800-SPRINT-1) or dial *3 from your handset

20. TeleNav Services Warranty

The content and Java application services provided by TeleNav is provided "as is" and "as available" without warranties of any kind, either expressed or implied, including but not limited to any warranties of merchantability or fitness for particular use, or non-infringement. You acknowledge that your use of the TeleNav service is at your sole risk and you agree that the service and the information provided are without warranty of any kind by TeleNav.

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